

## Goal: PUBLIC INFRASTRUCTURE

### Desired Community Condition(s)

Residents have safe and affordable transportation options that meet the public's needs.

### Program Strategy:MINI RIDE (ADA Paratransit Service)

57501

Provide complementary paratransit service for the mobility impaired who are unable to use regular fixed route transit system.

Department: TRANSIT

### Service Activities

MINI RIDE (ADA Paratransit)

### Strategy Purpose and Description

The purpose is to provide complementary Paratransit service for the mobility impaired who are unable to use the regular fixed route transit system because of physical limitations or other impairments and who meet eligibility requirements under ADA guidelines.

### Changes and Key Initiatives

NA

### Input Measure (\$000's)

2001	661	661 TRANSIT OPERATING FUND	4,345
2002	661	661 TRANSIT OPERATING FUND	4,345
2003	661	661 TRANSIT OPERATING FUND	3,837
2004	661	661 TRANSIT OPERATING FUND	3,912
2005	661	661 TRANSIT OPERATING FUND	4,384
2006	661	661 TRANSIT OPERATING FUND	4,656

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Accommodating customer demand for transportation	Ridership	2001			156,332	
		2002	177,870		203,107	
		2003	200,993		190,866	
		2004	180,000	92,866	184,053	Four year average = 183,600 Trips
		2005	185,000	94,305	188,966	

Accommodating customer need for demand response transportation services. *Ridership-MINI RIDE* 2006 190,000

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Reduce one way cost per trip by 2%	<i>Cost per trip</i>	2001			\$17.78	
		2002	\$18.03		\$17.66	
		2003	\$18.00		\$16.61	
		2004	\$18.00	\$17.00	\$17.17	Four year average = \$17.31
		2005	\$17.00			
Reduce MINI RIDE one way cost per trip by 2%		2006	\$17.00			

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
To accommodate customers from the mobility impaired and TANF (Temporary Assistance for Needy Families) community for demand response service.	<i>ridership</i>	2004	8,000	3,637	6,914	Job Access data
		2005	8,000		6528	Funding reduction by State of New Mexico
To also accommodate customers from the Job Access/Reverse Commute (JARC) Program for demand response transportation service.	<i>Ridership-JARC</i>	2006	6,500			Reduced funding by State of New Mexico

**Goal:** PUBLIC INFRASTRUCTURE  
**Parent Program Strategy:** MINI RIDE (ADA Paratransit Service)  
**Department:** TRANSIT

**Service Activity:** MINI RIDE (ADA Paratransit) 5757000

**Service Activity Purpose and Description**

This service activity provides curb-to-curb transportation services for the mobility impaired within the Albuquerque Metropolitan Area and the incorporated areas of Bernalillo County. This service is an ADA requirement (37.121) which states: "Each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system."

**Changes and Key Initiatives**

Provide presentations on Paratransit services to increase awareness of Paratransit opportunities and operating standards for the ADA and Honored community.

Job Access subscription and emergency services were brought in-house in 2003. MINI Ride is now the service provider.

**Input Measure (\$000's)**

2002	661	661 TRANSIT OPERATING FUND	4,345
2003	661	661 TRANSIT OPERATING FUND	3,837
2004	661	661 TRANSIT OPERATING FUND	3,912
2005	661	661 TRANSIT OPERATING FUND	4,384
2006	661	661 TRANSIT OPERATING FUND	4,656

**Strategic Accomplishments**

None

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of No Shows	2001			600/mo	
	2002	7,200		8,927	
# of No Shows	2003	7,200		7,981	
	2004	7,200	3,810		
# of No Shows	2005	7,200	4,057	9,696	
	2006	9,000			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Ridership	2001	150,000		156,332	
	2002	177,870		203,107	Data for ADA Paratransit
	2003	200,993		190,866	
	2004	180,000	92,866	184,053	
	2005	185,000	94,305	188,966	
	2006	200,000			

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Maintain Job Access ridership on subscription and emergency service.	2003	14,000		12,506	
	2004	8,000	3,637	6,914	
	2005	8,000	3,176	6,528	
	2006	6,500			Reduced funding by State of New Mexico

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Training staff and clients of social service agencies to use Transit's Job Access service.	2003	1,400		1,513	
	2004	1,400	529	1,281	
Training and follow-up to staff and clients of social service agencies to use Transit's Job Access service.	2005	1,200	375	841	Reduced funding by State of New Mexico
	2006	1,000			Reduced funding by State of New Mexico

<b>Output Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Passenger Miles	2003	tbd		1,787,057	
	2004	1,700,000		1,845,666	3% increase

<b>Quality Measures</b>	<b>Year</b>	<b>Projected</b>	<b>Mid-Year</b>	<b>Actual</b>	<b>Notes</b>
Customer complaints	2001	264		264	
	2002	264			
	2003	240		118	
	2004	240	43	96	Complaints are only those that are submitted to customer service.
	2005	90	43		
	2006	90			